

Phoenix Program Process Definition – Accounts Receivable

Process	<i>Unpost Receivable with Payment(s) Applied</i>
Process Number	<i>AR - 026</i>

Description of Process

This process will allow the user to UNPOST a receivable that has a payment(s) applied in the current accounting period. Please note that only receivables posted in the current accounting period may be unposted. Also, you must unpost the entire group and can not unpost a single item in a group.

Reasons to use unpost could be a receivable was set up for the incorrect customer, an incorrect Item ID was assigned to it or the receivable was set up for incorrect amount. Once unposted, a user can not make changes to a receivable. Users will have to set up another receivable for the correct customer, amount, etc. After a receivable with payments is unposted, the previously applied payments will show as credit balances for the customer. Users will have to apply these credits to other receivables by creating a zero dollar deposit and payment worksheet.

Input to Process

In Accounts Receivable, unpost the incorrect receivable group. Reapply payments as needed.

Output of Process

The receivable will unpost without errors and reverse the original entries to AR and revenue. Any payments will show as a credit balance on the customer.

Service Level Agreement Required? (if yes, provide a brief description)

N/A

PeopleSoft Panel Groups being Used

Function	Panel Group
Enter Receivable/Use	Online Group Unpost
	Unpost Action
Enter Receivable/Inquire	All Items With Detail
	Accounting Entries
Apply Payments/Use	Regular Deposit Entry
	Worksheet Selection
	Worksheet Action
Apply Payments/Inquire	Payment Group All Items

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Business Process Description

Process Description	Responsibility (Agency/Centralized)
<u>Step 1: Unpost Receivable - Online Group Unpost panel</u> Go – Manage Sales Activities – Enter Receivables – Use – Online Group Unpost – Unpost Action In the prompt box, enter the Business Unit and Group ID of the group to be unposted. Please note that you unpost the entire group and not individual items.	
<u>Step 2: Click Unpost Later - Unpost Action panel</u> Click on Unpost Later and the panel will save automatically. PeopleSoft will create a new Group ID number. (Remember this new Group ID number to inquire on the accounting entries).	
<u>Step 3: Overnight Receivable Update process</u> Allow for Receivable Update process to run during nightly batch.	
<u>Step 4: Verify accounting entries are correct</u> Go – Enter Receivables – Inquire – All Items With Detail – Accounting Entries Verify the receivable unposted correctly with no errors by looking at accounting entries for the new group ID and make sure the original entries were reversed.	
<u>Step 5: Set up new receivable</u> Set up the new receivable with the correct customer and/or amount.	
<u>Step 6: Create zero \$ deposit</u> Go – Manage Sales Activity - Apply Payments – Use - Regular Deposit Entry – Totals – Add Create a zero dollar amount deposit and save.	
<u>Step 7: Complete zero \$ payment worksheet</u> Go – Manage Sales Activity - Apply Payments – Use – Worksheet Selection Open the payment worksheet for the Zero \$ deposit created in Step 6 above. Click on the Build button, which opens the Worksheet Application panel. On the worksheet, select your debits and credits to equal zero total and save.	
<u>Step 7: Set payment worksheet to post</u> Go – Manage Sales Activity - Apply Payments – Use – Worksheet Action Click on Post Now or Post Later.	
<u>Step 8: Over night Receivable Update process</u> Allow for Receivable Update process to run during nightly batch.	

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Step 4: Verify items have cleared

Go – Manage Sales Activity - Apply Payments – Inquire – Payment Group All Items

Verify that all items in the zero \$ deposit were applied and posted.

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Forms Used with Process (#)

None

Process Flow Diagram (if appropriate):



Process Signoff

Tested By Wendy Verdon
Date Tested